



Iowa Department of Human Services

Medical Assistance Advisory Council (MAAC)

November 25, 2015



Medical Assistance Advisory Council (MAAC) Full Council Meeting Agenda: 08/31/2015

- 9:00 Introductions and Roll Call
- 9:05 IA Health Link Member Enrollment Update
- 9:10 Provider Rate Discussion
- 9:30 Provider Contracting Clarifications
- 10:00 Presentations from the Managed Care Organizations
Amerigroup, AmeriHealth Caritas, UnitedHealthcare,
WellCare
- 10:40 Public Comments and Questions
- 11:00 Adjourn



Introductions and Roll Call



IA Health Link Member Enrollment Update



Member Enrollment Packets

Schedule

- November 18: LTC and HCBS Waiver Members
- November 19-23: Traditional Medicaid Members
- November 24-30: Current Managed Care, *hawk-i* Members

Packet Contents

1. Letter and Tentative Assignment
2. Enrollment Form
3. Return Envelope
4. Member Handbook
5. Amerigroup Flyer
6. AmeriHealth Caritas Flyer
7. UnitedHealthcare Flyer
8. WellCare Flyer



Member Choice Timeline

- Members have until December 17, 2015, to make a choice for January 1
 - If no choice is made, member is enrolled with the assigned MCO for January to ensure coverage is in place and available
- Can make a change to MCO assignment for any reason for an additional 90 days- through March 18, 2016
 - Can change for good cause reason after March 18, or during the annual choice period



Member Services Choice Counseling

1. Telephonic Assistance

- Medicaid members may call Iowa Medicaid Member Services to receive choice counseling from 8:00 a.m. – 5:00 p.m., Monday – Friday
- MCO selections can be made without speaking to a live customer service representative by using the telephonic selection option 24/7

2. Written Communications

- Member may send questions via email:
IMEMemberServices@dhs.state.ia.us
- Educational materials, including enrollment packets (letters, handbook, support materials) will be distributed by Member Services

3. In-Person Assistance

- Enrollment Service Representatives will host meetings throughout the state to educate members and offer choice counseling assistance



Member/Provider Outreach Summary

Member mailings	Tele-town hall meetings, webinars, in-person meetings	29 In-person enrollment assistance	Member educational materials
Dedicated member website & member-facing videos	Presented at over 70 meetings & conferences June - October	Media campaign & public service announcements	Member and family feedback workgroups
Legislative listening sessions	Targeted stakeholder & advocate conference calls	22 stakeholder kick-off meetings	LTC and HCBS Member Focus Group
Public hearings	Medical Assistance Advisory Council (MAAC)	22 annual provider training sessions, provider materials & manuals	Provider, stakeholder & legislative toolkits



Member Enrollment Resources

Sample Enrollment Packet:

https://dhs.iowa.gov/sites/default/files/EnrollmentPacket_Sample_Nov2015.pdf

Member Enrollment Fact Sheet:

https://dhs.iowa.gov/sites/default/files/IAHealthLink_MemberEnrollment_Factsheet.pdf

Managed Care Choice Counseling Factsheet:

https://dhs.iowa.gov/sites/default/files/ChoiceCounselingOverview_IAHealthLink.pdf



Provider Rate Discussion



Provider Contracting Clarifications



Universal Provider Application

- Form 470-0254
- Application shared with any of the MCOs the provider selects on the application
 - Allows for simultaneous MCO enrollment
- Current providers already enrolled with Iowa Medicaid do not need to enroll with Iowa Medicaid again
- Universal application only application accepted by Iowa Medicaid after November 30, 2015



Provider Enrollment

- Providers currently enrolled with Iowa Medicaid will have “deemed enrollment” with each MCO
 - Providers are provisionally considered credentialed with each MCO to allow for member access to care
 - MCOs have been provided with the existing Iowa Medicaid provider master file
- MCOs may require additional credentialing



Enrollment vs. In-Network

To **enroll/credential**, providers will need to:

1. Be enrolled with Iowa Medicaid
2. Complete any other enrollment requirements from an MCO (some are still requiring CAHQ and some are not)

To be **in network**, providers will need to:

1. Be enrolled with Iowa Medicaid
2. Complete any other enrollment requirements from an MCO
3. Sign a contract with the MCO



Provider Contracting Update

- Over 12,000 provider contracts signed
 - 576 long term services and support facilities
 - 4,500 home and community-based waiver providers
 - 2,805 behavioral health providers
 - 2,571 MD and DO providers
 - 99% of pharmacies



Other Provider Updates

- Timely Filing: Updated to 180 day timely filing standard for MCOs
 - Continues at 365 for Medicaid fee-for-service claims
- Emergency Services: Paid at the Medicaid fee-for-service rate if services received from non-contracted provider



Presentations from the Managed Care Organizations

1. Amerigroup Iowa, Inc.
2. AmeriHealth Caritas Iowa, Inc.
3. UnitedHealthcare Plan of the River Valley, Inc.
4. WellCare of Iowa, Inc.



Public Comment and Questions

Individual speakers will be permitted three (3) minutes for making comments



Medical Assistance Advisory Council

For additional questions or comments, please contact
Lindsay Buechel at lbueche@dhs.state.ia.us